State of Montana
Department of Natural Resources and Conservation

2012 Agency Biennial IT Report
Fiscal Year 2011-2012

August 2012

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EXECUTIVE SUMMARY

DNRC has made substantial progress over the last two years towards expanding and updating the agency's technological infrastructure. Employees across the state have taken advantage of new video conferencing systems to connect with colleagues in remote offices – reducing travel time and expenses for the agency. Continued expansion of the agency video conferencing system and exploration of new remote communications technologies will connect highly mobile staff across the state.

DNRC has pursued a number of initiatives designed to improve public access to agency information and services. New E-government services have been undertaken with respect to Water Rights and Conservation Seedling programs. Pilot projects to explore the use of social media for public outreach have also shown promise. These include the use of Twitter for disseminating fire information and developing a Facebook page for the Montana Rangeland Resource Program.

Significant progress has been made in implementation of Geographic Information System technology within the agency. Substantial work has been completed towards consolidation of GIS data and management practices. The development of DNRC's Basemap web application has extended GIS technologies to audiences that do not have specialized expertise. Data consolidation and web services have also enabled DNRC to make the agency's authoritative datasets available to an even wider audience.

DNRC has updated a number of critical applications and databases. The Dam Safety National Dam Inventory and Permitting database and Water Rights database have received important updates. Major enhancements to the Trust Lands Management System were implemented, including conversion to .NET. Significant improvements have also been made to the agency's Contracts and Grants and Legal Tracker systems. Legal Tracker has been converted to ASP.Net and work is underway to covert the Contracts and Grants System as well. Several new systems have also been deployed, including implementation of a Flight Log system for the Fire and Aviation Bureau and a DNRC-adapted version of the Performance Management system originally developed by the Department of Labor and subsequently adopted by the Department of Revenue and Department of Environmental Quality.

Agency leadership has recognized that achieving organizational IT goals will require a modern, robust IT infrastructure. Migration of the agency's aging Novell infrastructure to Microsoft has been completed, simplifying maintenance and ensuring long-term support for critical systems. The agency has also reorganized IT staff and operations to report to the Office of Information Technology. As part of this reorganization, the agency has formed a new data and systems management section to oversee and coordinate data management and infrastructure services across the organization. This group will work with applications, GIS, and network services sections as well as SITSD to ensure DNRC systems are robust, maintainable, and scalable while providing access to accurate, timely, consistent data. Addressing availability, recoverability, security, and business continuity are high priorities. Coordination of services across divisions will be crucial to building on the accomplishments of the past two years and successfully meeting the strategic goals and objectives the agency has identified for the upcoming biennium and beyond.

Initiative Status	Total	Fully Funded	Unfunded	Partially Funded
Completed				
Substantially Completed	1			1
Deferred				
Delayed	1			1
Cancelled				
Remain on-going by design				

SECTION 1: AGENCY IT PLAN ACCOMPLISHMENTS – GOALS & OBJECTIVES

Goal Number 1:

IT Goal 1   Develop DNRC-wide applications that meet agency business requirements, reduce cost and improve efficiency of operations.

Description: Examine current systems and business processes such as document storage and archiving, common-application needs, redundant storage, shared resources and workflows to provide common IT systems that are used across divisions.

Benefits: Eliminates redundant systems, provides for central development of shared resources. Streamlines upgrades, maintenance and training for applications.

Does this goal support the State IT Strategic Plan? If so, how? Develop IT resources in an organized, deliberative and cost-effective manner. Establish agency communities of interest to gain economies of scale through shared dollars and human resources. Share IT resources to achieve economies of scale.

Supporting Objective/Action

Objective 1-1   Scanning and storage of critical department documents.

Accomplishments: Completed agency-wide scope evaluation and submitted EPP request for funding of pilot project.

Status: Deferred (pending funding request)

Supporting Objective/Action

Objective 1-2   Migrate agency servers from Novell to Windows.

Accomplishments: All DNRC servers have been successfully migrated to Windows operating systems and use of Novell servers and services eliminated. DNRC has been fully removed from the Montana State Novell E-Directory.

Status: Completed

Supporting Objective/Action

Objective 1-3   Expenditure tracking system for divisional and bureau budgets.

Accomplishments: Project is on hold until funding is available.

Status: Deferred

Supporting Objective/Action

Objective 1-4   Expand Video Conferencing.

Accomplishments: As of March 2010, DNRC had video conferencing systems in Helena USF&G (2), Missoula (2), Lewistown (1), Bozeman (1), Miles City (1), and shared a system with DEQ in Billings. Additional units have been added across the state resulting in a total deployment as follows: Helena USF&G (2), Helena Commerce Building (1), Helena M&M (1), Missoula (5), Bozeman (1), Kalispell (2), Billings (1), Miles City (1), Lewistown (1), Havre (1), Glasgow (1), Libby (1), Swan Unit (1), Anaconda (desktop setup), and Dillon (desktop setup). In addition to the expansion of physical video conferencing sites, eight virtual meeting rooms have been configured that are available to any of the conferencing units, simplifying the process for joining a meeting and providing additional functionality with views and the ability to telephone into the conference. The presence of video conferencing capabilities throughout the

state has greatly reduced the need for staff travel time and associated costs.

Status: Completed

Supporting Objective/Action

Objective 1-5   Evaluate a software system for performance management.

Accomplishments: DNRC has recently adopted the performance management system developed by the Department of Labor and subsequently adopted by the Department of Revenue and Department of Environmental Quality. Customizations and enhancements to support DNRC business processes will be implemented as part of the adoption process.

Status: Completed

Goal Number 2:

IT Goal 2   Expand agency information available over the Internet and expand access to eGovernment services for DNRC.

Description: Demand is increasing for electronic access to agency information and services. The goal is to expand information available on the agency website and create at least three new eGovernment services for the public by 2012.

Benefits: Electronic access to information and services provided by DNRC to the public

Does this goal support the State IT Strategic Plan? If so, how? Continue to encourage and promote the use of innovative technologies for delivering government services. Improve government services by expanding eGovernment services.

Supporting Objective/Action

Objective 2-1   Expand the current document catalog system.

Accomplishments: N/A

Status: Cancelled

Supporting Objective/Action

Objective 2-2   Expand DNRC eGovernment services available to the public.

Accomplishments: 1) The Water Rights Bureau has begun working with Montana Interactive to develop an online application process for Form 602 Notice of Completion of Groundwater Development. It should be ready to test by October 2012 and be available to the public by early 2013. The Water Rights Bureau will then continue to develop all of the water rights forms, including ownership update forms. (5% complete); 2) Improve access to agency Water Rights records through Water Rights Query system by serving real-time data rather than weekly data dumps (85% complete); 3) Improvements to online application for Forestry Division – Conservation Seedling.

Status: On-going

Supporting Objective/Action

Objective 2-3   Explore use of social media for public outreach.

Accomplishments: Established a social media group within the agency with staff representing each division. The group is developing draft social media policies. A Twitter account was created in 2011 as a pilot project to evaluate Twitter's effectiveness for disseminating fire information and updates. The Montana Rangeland Resource program launched a pilot Facebook page in January 2012. An agency Facebook page has been initiated but not completed/released.

Status: On-going

Goal Number 3:

IT Goal 3   DNRC enterprise GIS.

Description: Continue implementation of an Enterprise GIS system for DNRC to provide an organization-wide approach that facilitates the integration, implementation, operation and management of tabular and spatial information.

Benefits: All divisions within DNRC will benefit – particularly Water Resources, Trust Lands, Forestry, Conservation and Resource Development and Oil & Gas Conservation. The public will benefit from seeing GIS information in DNRC applications. Other state agencies will not have to recreate GIS data available from DNRC.

Does this goal support the State IT Strategic Plan? If so, how? Expand sharing and use of geographic data in government systems. Improve government services by expanding eGovernment services and Geographic Information Technology services.

Supporting Objective/Action

Objective 3-1   Continue to establish a coordinated GIS infrastructure.

Accomplishments: DNRC has established five spatially enabled databases that are hosted in the state data center. The agency also participates in the shared ArcGIS Server environment hosted by ITSD and uses that infrastructure to publish GIS web services. DNRC made significant progress in moving its data into this system and utilizing its newly established infrastructure. Currently, 79 critical datasets are stored and maintained within these databases and 35 of these datasets have been published as web services.

Status: Substantially Completed

Supporting Objective/Action

Objective 3-2   Develop a simple GIS program for use in division business operations.

Accomplishments: DNRC Basemap, a web based interactive mapping program, was successfully launched in Fall 2011. It provides all DNRC staff with self-serve access to basic spatial data and mapping capabilities regardless of their technical background or level of training. The application allows users to perform tasks such as querying data, viewing basemaps, measuring features, and creating simple layouts. The user friendly and intuitive interface has required minimal training as the vast majority of users have previous experience with using similar online mapping programs. DNRC Basemap is now used widely across the divisions and users have stated that it helps them perform their work more efficiently.

Status: Completed

Supporting Objective/Action

Objective 3-3   Create centralized GIS data sets for DNRC and other agencies.

Accomplishments: Increased use of web services has allowed DNRC to publish the agency's authoritative datasets in a format that is widely accessible. Trust Land Management Division's surface tracts GIS data was published via web service and has since been used for projects in Water Resources Division. DNRC also works closely with other state and federal agencies to provide data, such as water rights or wildfire information, in a format those agencies can use. DNRC GIS staff is continuing to work on identifying the agency's framework datasets and making them accessible to agency staff, the public, and partner agencies.

Status: On-going

Supporting Objective/Action

Objective 3-4   Establish a thin-client system for access to GIS systems.

Accomplishments: Access to ESRI software via Citrix is now available to Water Resources Division Regional Office staff. While the use of the Citrix system does provide some slight benefits in performance, the cost and maintenance of the additional Citrix infrastructure does not currently make this a feasible solution. Costs and benefits of further developing a thin-client system for access to GIS systems may be reevaluated.

Status: Deferred

Goal Number 4:

IT Goal 4   Improve efficiency of Water Resource Division IT applications.

Description: Continue legislatively mandated water rights adjudication and expand access to water rights, water use, emergency action plans, seepage monitoring and dam safety information used inside the department and by the public. Upgrade applications to the latest development standards as determined by the IT Bureau and ITSD.

Benefits: Improved access to information used in decision-making within the agency and by the water courts. Improved access to information by citizens and businesses.

Does this goal support the State IT Strategic Plan? If so, how? Develop IT resources in an organized, deliberative, and cost-effective manner.

Supporting Objective/Action

Objective 4-1   Emergency Action plan electronic storage and tracking.

Accomplishments: A web based dam evacuations area mapping system has been developed (see http://dnrc.mt.gov/GIS/HighHazardDams/). The user can view evacuation areas for all high hazard state regulated dams in Montana overlaid on aerial photos. In addition, an online password protected system for updating and retrieving emergency action plans has been developed (see https://dnrc.mt.gov/wrd/water_op/dam_safety/dam_emergency/EAP/default.asp - contact Chad Newman, the Dam Safety EAP coordinator at 444-9362 to get a temporary user name and password). The next step in the process will be to update the Division Contacts database (dam owner and emergency responder contact information) to facilitate use of the new system. All existing emergency action plans are in the process of being digitized.

Status: Substantially Completed

Supporting Objective/Action

Objective 4-2   Expand electronic document storage and retrieval system.

Accomplishments: Water Operations Bureau (WOB) originally planned to adopt an existing file tracking system used by the Water Management Bureau. The Water Management Bureau system was adopted, however, after a short period of testing it became obvious that it would not meet the needs of the Dam Safety Program or the Floodplain program. A WOB engineer was tasked with developing an MS Access based system with more flexibility. An IT contractor was hired to coordinate this new MS Access database using an SITSD hosted SQL server. The system is currently in use by the Dam Safety Program and is in the development stage by the Floodplain program. Additional work is necessary to hyperlink documents recorded in the system to allow easy retrieval. The Dam Safety portion of the system has been deployed to regional office engineers and is currently in use. Training has been provided to staff.

Status: Substantially Completed

Supporting Objective/Action

Objective 4-3   Continue document scanning for Water Rights.

Accomplishments: Of the existing 394,000 water right files, approximately 73% have been converted to scanned images. Scanning of new Changes of Appropriation Right, Beneficial Water Use Permits, and

Notices of Completion of Groundwater Developments continues as they are issued. Miscellaneous updates to the scanned files continue as they are received. These include but are not limited to ownership updates, decree information, amendments to Statements of Claim, and Project Completion Notices.

Status: On-going

Supporting Objective/Action

Objective 4-4   Update Dam Safety National Dam Inventory and permitting database.

Accomplishments: The database update has been completed and is successfully in use by Helena based staff and regional office engineers. The new database is an important tool for keeping track of regulatory requirements and deadlines and has already proved to be valuable in assisting staff with compliance monitoring.

Status: Completed (periodic updates may be needed)

Supporting Objective/Action

Objective 4-5   Update dam seepage monitoring database and application.

Accomplishments: N/A

Status: Deferred

Supporting Objective/Action

Objective 4-6   Evaluate needs and update the Water Rights application and database.

Accomplishments: Enhancements to the Oracle water right database continue to improve flexibility in information gathering and report generation, increase mapping capabilities, and improve customer access and service. Discussions have begun with Confederated Salish and Kootenai Tribes and Compact Commission to include future water rights administered by Flathead Reservation Unitary Water Management Board. Other database enhancements include: New Appropriations program and Water Court Docketing system for cases and hearings is in testing phase; an Enterprise GIS environment was created to merge GIS data with the water right database; created an application status tracking system; HB 24 (2011) implementation for accommodating changes for marketing for mitigation or aquifer recharge is in testing phase; SB 103 (2011) implementation for processing exceptions for non-consumptive geothermal groundwater developments is complete; SB 128 (2011) implementation for processing exceptions for local governmental fire agencies is complete; continued refining of DOR 608 Ownership processes – began mailing only post notices on ownerships processed, reissued 1560 Ground Water Certificates where legal land description were corrected due to ownership research, completed the split/combination processing, better data auditing is being performed regarding the geocoding data entry process; improved adjudication enforcement data by gathering business processes from staff; completed database upgrade to Oracle 11g.

Status: On-going

Goal Number 5:

IT Goal 5   Improve central applications for managing Contracts, Grants, Loans, Restoration Projects and other systems used to manage DNRC resources.

Description: Continue improvements to agency systems for tracking contracts, grants, loans, restoration projects, legal documents, computer inventory and special projects.

Benefits: All divisions within DNRC will benefit from improved systems for tracking operational information within the agency.

Does this goal support the State IT Strategic Plan? If so, how? Develop IT Resources in an organized, deliberative and cost-effective manner. Gain economies of scale through shared dollars and human resources.

Supporting Objective/Action

Objective 5-1   Improve and maintain the agency CGS tracker.

Accomplishments: Continued support of existing system, incorporating critical updates and minor changes as needed. Re-write of CGS as ASP.Net application is 40% complete. As part of the application re-write, the CGS database is being redesigned to better model requirements, enforce data integrity, and resolve some normalization issues – this portion is 95% complete.

Status: On-going

Supporting Objective/Action

Objective 5-2   Continue development of the state Restoration Map Application.

Accomplishments: N/A

Status: Cancelled

Supporting Objective/Action

Objective 5-3   Establish a program for tracking the state revolving fund.

Accomplishments: N/A

Status: Deferred

Supporting Objective/Action

Objective 5-4   Improve the quality of the CSD Legal Tracker.

Accomplishments: Completed conversion from JSP/Oracle application to ASP.Net/SQL Server web application. Continued support of existing system and implementation of functionality enhancements.

Status: On-going

Goal Number 6:

IT Goal 6   Enhance the Trust Lands Management System (TLMS).

Description: Continue updates to TLMS, migrate to a .NET application system and add new business management processes to TLMS.

Benefits: Improved management of state trust land assets, staff access to trust data and customer access to trust land information.

Does this goal support the State IT Strategic Plan? If so, how? Develop IT resources in an organized, deliberative and cost-effective manner. Continue to encourage and promote the use of innovative technologies for delivering government services.

Supporting Objective/Action

Objective 6-1   Convert TLMS front-end from Access 2003 to .NET.

Accomplishments: Conversion to .NET has been completed. An Access application used to perform ad-hoc querying of the system remains in production but there are no plans to migrate the application at this time.

Status: Completed

Supporting Objective/Action

Objective 6-2   Post-transition TLMS improvements.

Accomplishments: Functional and technical improvements have been and continue to be made to TLMS.

Status: On-going

Supporting Objective/Action

Objective 6-3   Continue Integration of TLMS with Enterprise GIS.

Accomplishments: TLMS is currently consuming data from the Trust Lands GIS database via web services. This provides TLMS users with the most accurate and up-to-date GIS data available. However, integration of TLMS tabular and spatial data is still lacking and is an area planned for further development.

Status: On-going

Supporting Objective/Action

Objective 6-4   Enhance web access to TLMS data.

Accomplishments: Approximately 50% of TLMS data has been made available via the web. A substantial investment in resources will be required to extend access further.

Status: Deferred

Supporting Objective/Action

Objective 6-5   Trust Land document management and retrieval.

Accomplishments: Approximately 10% complete. Some documents can be attached to objects in TLMS but no work has been undertaken on conversion to optical formatting.

Status: Deferred

Goal Number 7:

IT Goal 7   Enhance a variety of applications in Trust Land Management Division.

Description: Update to critical applications within TLMD that support programs such as Ag and grazing, timber sales, timber management, minerals management and real estate management.

Benefits: Improved management of state trust land assets, staff access to trust data and customer access to trust land information.

Does this goal support the State IT Strategic Plan? If so, how? Develop IT resources in an organized, deliberative and cost-effective manner. Continue to encourage and promote the use of innovative technologies for delivering government services.

Supporting Objective/Action

Objective 7-1   Develop a calendar recall system.

Accomplishments: N/A

Status: Cancelled

Supporting Objective/Action

Objective 7-2   Online lease and permit payments.

Accomplishments: N/A

Status: Deferred

Supporting Objective/Action

Objective 7-3   Develop an online competitive bidding application.

Accomplishments: N/A

Status: Cancelled

Supporting Objective/Action

Objective 7-4   Migrate MT Cruiser application to .NET application.

Accomplishments: The majority of required work has been completed to migrate MT Cruiser to a .NET application, however, funding, staffing constraints, and rapidly evolving data collection technology options have prevented this project from being deployed as a fully functional application. DNRC is planning to reevaluate the goals and functions of the application to ensure the agency is pursuing an optimal long-term strategy.

Status: Deferred

Supporting Objective/Action

Objective 7-5   Develop an automated backup system for user personal computers.

Accomplishments: N/A

Status: Deferred

Supporting Objective/Action

Objective 7-6   Develop division-specific toolbars for agency Simple GIS application.

Accomplishments: With the growth of GIS web-based technologies, DNRC has moved away from the concept of a Simple GIS application that is installed on users' desktops and moved towards web and mobile applications. DNRC Basemap provides a GIS tool for general use and the agency has also continued to work on developing complimentary applications for specific programs within DNRC. In Fall 2011, agency GIS staff deployed an interactive web-based GIS application for viewing information about high hazard dams areas. This application shows the locations of such dams along with their estimated inundation and is designed to assist with emergency planning and response. In Summer 2012, agency GIS staff introduced the DNRC Fire Map application, which provides wildfire information and planning tools for staff that work in wildland fire management as well as a broader audience. DNRC OIT will continue to evaluate the spatial analysis needs of programs across the agency to determine if additional applications would be appropriate.

Status: On-going

Supporting Objective/Action

Objective 7-7   Develop a Right-of-way database.

Accomplishments: Forest Management Bureau Technical Services staff initiated creation of a standardized database pilot, resulting in the addition of three new right-of-way tables to TLMS.

Status: On-going

Goal Number 8:

IT Goal 8   Update and improve applications critical to operations of Forestry Division.

Description: Continued work on applications that support the efforts of the Forestry division to fight fires, manage fire costs, safely deploy personnel and operate the state nursery.

Benefits: Improved fiscal management of divisional operations. Integration of separate systems and

improved customer service.

Does this goal support the State IT Strategic Plan? If so, how? Develop IT resources in an organized deliberative and cost-effective manner. Utilize IT best practices to implement and manage information technology systems in a coordinated manner.

Supporting Objective/Action

Objective 8-1   Continue work on a flight log system.

Accomplishments: Working with a private contractor a DNRC flight log system was developed and deployed in January 2011. An after action review will be held in the fall of 2012. It is anticipated that some minor changes and possibly new reports would be added at that time. Additionally, full documentation and design information needs to be archived with DNRC OIT. Estimate 95% complete.

Status: Substantially Completed

Supporting Objective/Action

Objective 8-2   Implement statewide fleet management system.

Accomplishments: As of 2010, all DNRC vehicles are maintained in the new "Agile" system.

Status: Completed

Supporting Objective/Action

Objective 8-3   Agency fire mapper – upload to F1000.

Accomplishments: Broader use of the fire mapper tool in 2011 and 2012 has identified additional data concerns, the need for additional utilities, and coordinated training and support for this project.

Status: Deferred (project transferred to DNRC OIT in Spring 2012)

Supporting Objective/Action

Objective 8-4   Migrate divisional databases from Lotus Approach to newer databases.

Accomplishments: Inventory Vehicle database used by the Mechanic Foreman at Equipment Development Center was rewritten in Microsoft Access 2007 in spring 2011. Additional databases including the Property Inventory Management database for the Purchasing Agent at the Equipment Development Center and smaller databases belonging to the communications engineer and the prevention specialist are still awaiting conversion. Approximately 50% complete.

Status: On-going

Supporting Objective/Action

Objective 8-5   DNRC Fire Finance system.

Accomplishments: N/A

Status: Deferred

Goal Number 9:

IT Goal 9   Create new applications for the Conservation and Resource Development Division (CARDD).

Description: CARDD has specific needs to manage project grants, work with conservation districts and handle water reservations that need to be improved. CARDD will work with IT staff to determine whether current systems can be modified to meet division needs or new applications built to store and process information.

Benefits: CARDD will see efficient use of information, the ability to report on grant and loan activity and better management of Montana land and water resources.

Does this goal support the State IT Strategic Plan? If so, how? Develop IT Resources in an organized, deliberative and cost-effective manner.

Supporting Objective/Action

Objective 9-1   Create a grants application tracker for CARDD.

Accomplishments: CARDD worked with a multi-agency team to develop and define needs, write a request for proposal, and hire a contractor to develop a web-based grants management database. CARDD's renewable resource grant database was the first to go online and began use mid May 2012. Website is located at: https://fundingmt.org/.

Status: Completed

Supporting Objective/Action

Objective 9-2   Develop a database of Conservation Districts.

Accomplishments: N/A – inadequate staffing to achieve this objective.

Status: Cancelled

Supporting Objective/Action

Objective 9-3   Develop a water reservations database for CARDD and conservation districts.

Accomplishments: This objective was achieved using Excel.

Status: Cancelled

Goal Number 10:

IT Goal 10   Manage IT needs of Reserve Water Rights Compact Commission Sunsetting.

Description: Determine what RWRCC information needs to be preserved and what information needs to migrate to the Water Resources Division. Finish work on RWRCC projects.

Benefits: Orderly migration of information from RWRCC as it sunsets in 2013.

Does this goal support the State IT Strategic Plan? If so, how? Efficient development of IT resources and improved government services.

Supporting Objective/Action

No objectives were associated with this goal. RWRCC IT requirements will be addressed as part of Water Resources Division needs.

Initiative 1   User Friendly Interface for Forest Management Software

Description: Increase Technical Services Section (TSS) budget for fiscal year 2010 to purchase a site license or 25 copies of Forest Biometrics Research Institutes, Forest Projection System (FPS) software and hire a computer programmer for 12 months through a temporary services employment company. The computer programmer would be directed by TSS to develop a user-friendly interface for FPS that can be used by DNRC foresters and specialists to plan and evaluate silvicultural practices. The computer programmer would also be directed to participate in database design, create forms, and create reports for a calendar recall system for forest management operations.

EPP Number: NP3524

Status: Delayed. Much work has been done on developing the growth and yield application programming, but much work has yet to be done especially on developing the interface to enable use by foresters and specialists. In the absence of a programmer, this project has been delayed. Work that needs to be done includes recoding and restructuring data to fit into the correct modeling format as well as writing a front end of the program for field personnel to be able to use it.

Funding: Partially Funded

Initiative 2   Rewrite Trust Land Management System (TLMS) to use latest smart client technology

Description: The current TLMS system is written with an Access front end and SQL Server 2000 database. The system requires updating to a new web-based front end and migration to the latest version of the SQL Server database.

EPP Number: NP3522

Status: Substantially Completed

Funding: Partially Funded

SECTION 3: ADDITIONAL INFORMATION - OPTIONAL

Other types of information that your agency may wish to report as accomplishments or challenges related to achieving the Goals, Objectives, and Initiatives outlined in your 2010 IT plan and 2011 IT plan update.